



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

FORMAL COMMUNICATION

TO: Indiana's Workforce Investment System
Adult Education Consortia Partners

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Technical Assistance Bulletin

TAB 2011-01

Minimum Requirements for Core Workshop Offerings

Purpose

As required by the Customer Flow Policy (DWD Policy 2010-13), DWD has issued this TAB to provide WorkOne offices with the minimum requirements for Core workshop offerings, as well as associated learning outcomes for each of the required workshops.

Content

WorkOne offices shall offer informational workshops as part of their core services per the Customer Flow Policy (DWD Policy 2010-13). In support of this effort, DWD has defined a set of ten (10) workshops and associated learning outcomes that WorkOne offices must include in their Core workshop offerings. These workshops are summarized below. More detailed descriptions for each workshop are included as separate attachments to this TAB.

1. **Career Interest** – Expose customers to Indiana Career Explorer (ICE). The workshop should explain the difference between a job and career path, the importance of finding the right job fit, and how ICE can be used to match individual interests to a career.
2. **Digital Literacy** – Introduce customers to computer basics such as how to turn on a computer and access the internet.

3. **Financial Literacy** – Explain the meaning, value, and management of financial resources.
4. **Healthy Lifestyle** – Present guidance on eating well and exercising. For more information, refer customers to the *INShape Indiana* website.
5. **Interviewing** – Prepare customers for the interview process, including the importance of researching a potential employer, how to answer interview questions, and appropriate interview attire.
6. **Job Search** – Demonstrate how to use job search tools and analyze job descriptions.
7. **Orientation to WorkOne Services** – Introduce customers to the many workshops and services available.
8. **Résumé Development** – Provide customers with résumé examples and helpful hints for developing a résumé.
9. **Unemployment Insurance** – Discuss the critical information customers need to file a UI benefit claim.
10. **Work Readiness** – Show customers how to inventory skills and provide information on good work habits.

These workshops may be delivered via WorkOne staff facilitation, online training modules, and/or video.

Questions regarding this TAB may be directed to:

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Attachments: Core Workshops

Core Workshop – Career Interest

What is the difference between a job and a career, and why is it important to know? Failing to align knowledge, skills and disposition with the right career path can be costly to both an employee and employer. On the other hand, having a good handle on career interests can direct energy and resources toward finding a career path that will lead to meaningful employment and a higher quality of life.

Learning Outcomes

Upon completion of the workshop and associated activities, the participant will:

- Have knowledge the three assessments in Indiana Career Explorer (ICE) and how to utilize assessment results in career planning.
- Understand the difference between a job and a career
- Know how to access academic and career counseling services
- Understand that academic and career counselors can help set career goals and create “roadmaps” for determining next steps in career planning.

Workshop Components

Highlight the difference between a job versus a career path and introduce customers to ICE.

- **Job versus Career Path:** Present the difference between obtaining a job and following a career path, why a job that is the “wrong fit” can be costly to all parties involved, and how career interest indicators can help focus resources toward obtaining meaningful employment.
- **Assessment Tools:** Introduce customers to ICE and discuss how results can be used to develop career “roadmaps.” Provide customers with the opportunity to access ICE on their own and/or schedule one-on-one follow up meetings with WorkOne professionals.

Core Workshop – Digital Literacy

Many job search, job application, education, and training opportunities as well as other processes are moving from paper-based to computer-based. In order to access the most up to date information and have access to a variety of resources, customers must have basic computer skills.

Learning Outcomes

Upon completion of the workshop and associated activities, the participant will:

- Understand basic computer components
- Know how to use computer devices
- Know how to start up and shut down a computer
- Know how to access the internet and set up a free e-mail account
- Know how to use the computer help functions
- Possess information regarding where and how to access additional learning resources
- Understand internet safety
- Understand workplace computer use ethics

Workshop Components

Discuss the basics of computer hardware, operation, and how to navigate the internet.

- **Computer Hardware:** Introduce customers to computer hardware including desktop, computer, monitor, mouse, and keyboard.
- **Computer Operation:** Provide instruction/handout on computer operation such as how to start up and log off or shut down a computer and how to access help features.
- **Internet:** Guide customers in accessing the internet, setting up a free e-mail account, and understanding internet safety and ethics in the workplace.

Core Workshop – Financial Literacy

Successful management of financial resources is necessary, especially in tough economic times. Anyone can learn the techniques for financial management, including preparing and adhering to a budget, and setting realistic financial goals,

Learning Outcomes

Upon completion of the workshop and associated activities, the participant will:

- Understand the meaning and value of financial resources
- Know how to develop financial goals
- Know how to make a budget and techniques for following it
- Know how to make good spending choices
- Know how to plan for unexpected expenses
- Know how to access additional information about the pros/cons of credit cards, debt management, and credit reports

Workshop Components

Provide an overview of financial resources and guidance on preparing a budget.

- **Financial Resource Overview:** Introduce customers to the meaning and value of financial resources, ways to manage financial resources, and how attitudes about financial resources are aligned with how one manages those resources. Consider providing financial worksheets, handouts about investing, credit cards, debt management, and credit reporting.
- **Budget Guidance:** Present information and/or worksheets to help customers determine spending priorities, develop financial goals (eliminating debt, saving more, etc.), and create a budget.

Core Workshop – Healthy Lifestyles

Being unemployed can be a stressful experience. Daily physical exercise, proper nutrition, and avoiding tobacco may help ease this tension and improve overall health and well-being. Tobacco use has been linked to certain cancers, heart disease, and stroke. Beyond the health benefits, eating better, moving more, and avoiding tobacco use can increase energy levels, lead to an improved mental outlook, and save money. Employers value healthy employees, because they typically have higher productivity and reduced absenteeism.

Learning Outcomes

Upon completion of the workshop and associated activities, the participant will:

- Understand how to manage health and well-being
- Understand the value of a healthy lifestyle to employers
- Know where to access physical activity, nutrition, and tobacco cessation resources
- Plan for incorporating exercise and proper nutrition into daily routines

Workshop Components

This workshop should focus on educating customers on healthy living.

- **Healthy Living Information:** Motivate, educate, and connect customers to the many resources available to help them eat better, move more, and avoid tobacco use.
- **InShape Indiana:** Encourage customers to join *INShape Indiana* and to access the website for additional free resources that can help in developing a healthy lifestyle.

Core Workshop – Interviewing

Knowing the proper interview techniques may be the key to landing a job. Effective interviewees understand what employers seek in an employee, the best answers to interview questions, proper interview attire, how to make the best first impression, and how to follow up with an employer after the interview.

Learning Outcomes

Upon completion of the workshop and associated activities, the participant will:

- Understand the importance of researching potential employers
- Understand the different types of interviews and what to expect
- Understand how to answer interview questions and the types of responses employers seek
- Know what to wear and how to make the best first impression
- Know how to follow up with a “thank you” letter

Workshop Components

Provide information related to preparing for an interview, participating in an interview, and how to follow-up with a potential employer after an interview.

- **Before the Interview:** Discuss why it is important to research a potential employer before attending an interview.
- **During the Interview:** Provide sample interview questions and answers for a variety of interview situations. Also discuss best clothing choices and body language – posture, handshakes, eye-contact – that are necessary for a good first impression
- **After the Interview:** Distribute sample follow up “thank you” letters.

If possible, customers should have some time during the workshop for practicing their newly acquired interviewing skills with other customers and for receiving constructive feedback.

Core Workshop – Job Search

Key methods for finding a job include searching online job postings and networking with potential employers. Knowing how to focus these efforts may be the key, however, to actually securing an interview and job.

Learning Outcomes

Upon completion of the workshop and associated activities, the participant will:

- Know how to access a variety of job search options, focusing on Indiana Career Connect (ICC)
- Know how to analyze job descriptions and minimum requirements
- Know about the difference between employment sectors such as private industry, federal government, state government, and non-profit organizations.
- Know about certain potential employment barriers
- Know how to approach and follow up with potential employers

Workshop Components

Analyze job descriptions and provide customers guidance with how to perform job searches.

- **Job Descriptions:** Hand out sample job descriptions that customers can analyze. Highlight the relevant skills needed for the job and provide tips on how to incorporate key job skills into job-search communication.
- **Job Search Guidance:** This may include handouts on how to find jobs in the various employment sectors (private industry, federal government, etc.), how to complete an application and/or post a résumé, and an overview of potential employment barriers (mid-career, over 55, ex-offender, etc.). Additionally provide customers with information about how to approach and follow up with a potential employer.

Core Workshop – Orientation to WorkOne Services

The Orientation to WorkOne Services introduces customers to the many no-cost educational and training opportunities available.. Clients will learn how WorkOne professionals can assist them and will have an opportunity to identify next steps based on their specific needs and available resources.

Learning Outcomes

Upon completion of the workshop and associated activities, the participant will:

- Understand the spectrum of available WorkOne services
- Know how to contact WorkOne professionals
- Understand the in-take, information-gathering, and advisory process
- Schedule additional workshops and/or follow up appointments

Workshop Components

Introduce customers to other core workshops and available self-service and online resources with and without certain eligibility requirements. During and/or after the workshop, customers should have the opportunity to meet with a WorkOne professional and schedule additional workshops and/or appointments. They should receive a comprehensive “one stop” reference guide to take with them.

Core Workshop – Résumé Development

A well-developed and well-written résumé is critical to securing an interview. Résumés provide employers with a first impression as well as a summary of job skills and accomplishments that help them determine who might be the best fit for the job. Additionally, when résumés are posted through online job searches, strategic keywords can mean the difference between being overlooked and winning a face-to-face meeting.

Learning Outcomes

Upon completion of the workshop and associated activities, the participant will:

- Understand basic résumé formats and how to select one
- Know how to target a résumé for a particular job using keywords
- Understand pre-employment communications, such as a cover letter or email
- Possess a worksheet to develop a résumé, résumé outline, or revised résumé

Workshop Components

This workshop is designed to introduce customers to résumé and cover letter basics. In addition to the instructional topics highlighted below, provide customers with a “Helpful Hints” guide to take home.

- **Résumé Best Practices:** Instruct customers on how to align knowledge, skills and experience to the job description, how to “target” a résumé, and how to use keywords that will help move their résumé forward when employers use online screening tools. An optional introductory activity could include showing customers three résumé formats, asking them to pick the best, and then providing pointers on how to select the best one.
 - **Cover Letters:** Discuss why cover letters are important and what information should be included in them. Provide examples and/or cover letter worksheets.
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Core Workshop – Unemployment Insurance

Those who find themselves unemployed, due to no fault of their own, may be eligible to receive unemployment insurance (UI) benefits. While they can use the Uplink unemployment insurance filing system or visit any WorkOne center, a UI Workshop provides the opportunity to address basic information in a group setting. Additionally, the workshop offers a more personalized approach to navigating the unemployment system during a difficult time of life.

Learning Outcomes

Upon completion of the workshop and associated activities, the participant will:

- Understand UI eligibility requirements
- Understand what information is necessary for filing a claim
- Have the opportunity to file a claim
- Know what to expect after filing an initial claim
- Understand the importance of limiting UI terms
- Understand the benefits of “working” at something – upgrading skills, volunteering – while participating in UI
- Know how to access help with re-employment

Workshop Components

The primary objectives of this workshop include helping customers file a UI Claim and providing the client with strategies for remaining employable or increasing employability.

- **UI Benefit Claim Assistance:** Provide customers with the critical information they need for filing a UI benefit claim including eligibility requirements, timeline for notification, online filing process guidance, and a handout with resources and contact information. Clients will need to bring to the workshop the documentation necessary for filing the claim: address, social security number, date of birth, and phone number. Additionally, they will need the name of their last employer, mailing address, phone number, dates of employment, and reason unemployed (helpful tip: bring the last pay stub from the employer).
- **Strategies to Remain Employable or Increasing Employability:** Provide customers with information and strategies for keeping their skills current and/or improving them and how to access other WorkOne workshops and services to assist with re-employment. Introduce customers to MindLeaders.

Core Workshop – Work Readiness

To obtain and retain a job, individuals need to be ready for the work force. The Work Readiness Workshop takes a comprehensive approach addressing the importance of preparation in job content skills, the processing skills necessary for valuable contributions to the job, and further development of personal skills, including workplace etiquette and professional ethics, all of which can help ensure job success.

Learning Outcomes

Upon completion of the workshop and associated activities, the participant will:

- Understand the soft skills needed to obtain and retain employment
- Know how to access and utilize skills inventories
- Understand effective self-management
- Understand the difference between job content and transferrable skills
- Understand personal contributions to the job
- Understand basic workplace ethics and etiquette

Workshop Components

The workshop should cover skill inventories, good work habits, and ethics and etiquette.

- **Skill Inventories:** Introduce customers to skills inventories and assessments including Work Keys and explain how these inventories can be utilized. Additionally, provide customers with a list of sample job content and transferable skills that can be incorporated into résumés and job applications.
- **Good Work Habits:** Instruct customers on good work habits related to managing time (arriving to work on time, working the appropriate number of work hours, being productive, etc.); being an effective team member, communicating with co-workers and employers, and making valuable personal contributions to the job.
- **Ethics and Etiquette:** Hand out information about basic workplace and business ethics and etiquette for telephone, meetings, customer service, electronic mail, etc..